**TYPE 1 COVERING SHEET – INSTRUCTIONS**

**THIS COVERING SHEET MUST BE REMOVED BEFORE SENDING LETTER TO PATIENTS.**

The availability of large print will be signposted on the mailing letters and administered at the request of the patient.

Once requested, the following steps should be taken.

**Administering the request:**

1. Any highlighted yellow text on this **large print invitation letter** should be personalised. As this letter uses font size 18, it can be printed on A4 paper.
2. The **questionnaire** should also be personalised with the **questionnaire number or barcode**, this will enable any returns to be processed. As the questionnaire uses font size 12, **please print this scaled up on A3 paper to ensure it is large print** (with each page of the questionnaire on a full side of A3).
3. The questionnaire and covering letter should be posted to the patient alongside a **return envelope.** You can either use the Freepost address you have set up or include a stamped addressed envelope to a different processing address.
4. In the mailing pack, the following documents should be included; large print cover letter, large print questionnaire and freepost envelope.
5. We are monitoring requests and completions of Large Print questionnaires separately for UEC22. Any **Large Print requests** should be logged in the weekly monitoring spreadsheet in the separate column **LP\_Request**. **On return of a completed Large Print questionnaire,** please record this as **outcome 1** in the Outcome column. This will ensure the patient does not receive any further mailings.
6. **At the time of the patient** **requesting Large Print**, if it’s likely they will receive a further mailing (e.g. due to mailing deadlines) it is worth making them aware this will happen, but that a Large Print format will also be shared.
7. If the patient **does not take part in the survey**, the code should be left as **LP\_Request** in the separate column (which is excluded from the response rate), and an outcome code 6 added.

**Processing the return:**

1. Please manually enter **responses into the main excel data entry** **sheet** for that patient.

*Please print on the trust’s headed paper with signatory at the bottom. You need to edit the text in square brackets and remove the yellow highlighting. Please print in font size 18 on A4 paper, with the Q&A section on the reverse of the first page continuing onto a second page.*

[DATE]

Dear [INSERT FIRST NAME AND SURNAME],

Thank you for your interest in the 2022 Urgent and Emergency Care Survey. Please find enclosed a **large print version** of the questionnaire. You can return your completed questionnaire in the Freepost envelope provided (no stamp is needed).

The survey asks questions about the care and treatment you received in the Accident & Emergency (A&E) department at [Hospital name]. This national survey will help us and the Care Quality Commission to find out what was good about your care and whether any improvements are needed.

Your information will be kept **confidential** and your participation in the survey is **voluntary**. This means that staff caring for you will not know who has taken part or how you responded.

Please see the back of this letter for more information or call [our Freephone helpline/us] on [phone number] if you have any questions. The line is open between [opening time] and [closing time], [days]. You can also email us on [XXXXXXXXXXX@XXXXXX.XXX].

**Thank you for taking the time to complete this important survey.**

Yours sincerely,

SIGNATURE

[CHIEF EXECUTIVE NAME]

Chief Executive, [NHS TRUST NAME]

**What if I do not want to take part?**

This survey is voluntary. If you do not want to take part in this survey, please return the blank questionnaire using the Freepost envelope, call our Freephone helpline [phone number] or email us on [XXXXXXXXXXX@XXXXXXXXX]. You will not have to give a reason why and this will not affect your care.

**What is the Care Quality Commission?**

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. Surveys like this help CQC to find out where care is good or if it needs to improve. You can find out more about CQC’s work on its website: www.cqc.org.uk

**Can a relative, friend or carer complete this questionnaire for me?**

Yes, but when answering the questions, they must give the view of the person who the questionnaire was addressed to.

**What is the bar code / number for?**

You have been given a unique number for this survey so that your name and address do not show on the questionnaire.

**How is my personal data protected?**

Your personal data are held in accordance with the General Data Protection Regulation and the NHS Confidentiality Code of Practice. If you would like more information about how [NHS trust name] or CQC use your personal information to keep it safe, and what your rights are under the law, please write to us, call [Freephone survey number], email [XXXXXXXXXXX@XXXXXX.XXX] or see our privacy notice [link to trust privacy notice].

To send out questionnaires to patients, [NHS trust name] selected a sample of people who had recently used their services. Personal data about your involvement in this survey is not used for any other purpose and is deleted once the survey process is complete. Your answers to the survey are not linked to your name or full address, but researchers analysing the results of the survey will use your postcode to undertake geographical analysis of overall results.

[IF CONTRACTOR USED]: Your contact details have been passed to [survey contractor], only so that they can send you this questionnaire and process your response. [Survey contractor] will process your answers in confidence and keep them separate from your contact details. [Survey contractor] will delete your contact details once the survey process is completed.

**How will the results from the survey be used?**

The results will be published on CQC’s website in autumn 2023. To see results from previous surveys, please go to: www.nhssurveys.org

We share data from the surveys with national bodies, including the Department of Health and Social Care and NHS England to help their work. Data may also be shared with approved university or charity research teams. Shared data never includes names or addresses. You can see more information about how data is shared at: http://nhssurveys.org/received-a-questionnaire/